

AMENDMENTS TO THE SPECIFICATION

Please insert the following paragraph after paragraph 67.

[0067A] In embodiments of the present invention, the received phone number may be recorded for future processing. In order to facilitate alternate call treatment, the received phone number may be stored in association with creation of a call record. The received phone number may be stored in a suitable database, file, and/or the like. The database, file, or the like may be then accessed to retrieve the phone number and a call is generated to a party associated with the phone number. The generation of the phone call may occur in a manual or autonomous manner. For example, an automated call distributor (ACD) may be utilized to generate a call to the phone number and to connect a customer service representative to the answering party. Alternatively, an automated call application may be utilized to generate a call the phone number and an interactive voice response (IVR) application may be utilized to communicate with the answering party. This follow-up call may be used to offer a service (e.g., enabling the answering party to receive a subsequent collect call from the calling party) to the answering party.